



## Are there any guidelines as to the use of anti-virus software for Driveve | Image, Driveve | DM and Driveve | Print?

Knowledge base article #1339

Yes, there are such guidelines. These concern directories, files and ports to be excluded and are listed in this FAQ.

### Driveve | Image Version 5 and higher



**Because of the huge amount of anti-virus software, it is not possible to test which anti-virus software causes problems if installed on the Driveve | Image server.**

#### **The following directories are part of Driveve | Image**

Driveve | Image program folder, default is "C:\Program Files(x86)\Driveve\Driveve Image".

#### **The following applications are part of Driveve | Image**

- DrivveImageService.exe
- DrivveImage.exe
- DrivveManagement.exe
- DrivvePrintService.exe
- ..\system\DriveveEngine\DrivveImageJobProcessor.exe

#### **The following ports are used by Driveve | Image**

The following documents give you an overview of the used ports.

- Network communication Sharp OSA 2
- Network communication Sharp OSA 3, 4 and 5
- Network communication Toshiba EWB and EBX
- Network communication Xerox EIP
- Network communication Kyocera HyPAS
- Network communication: Samsung XOA, Canon ScanFront, Fujitsu network scanner, Lexmark

Network Communication: Sharp OSA 2

## **Device -> Driveve | Image Server**

Communication going from the device to the Driveve | Image server is configured in the IIS-Configuration application. The protocols Http/Https and Ftp are used for communication. The following ports are used:

- Http: 9000 (default)
- Https: 4443 (default)
- Ftp: 24 (default)



Figure 1: IIC Configuration Application



The ports cannot be configured using the IIS-Configuration application on a Windows XP operating system. In order to change them, you have to change the ports using the Windows IIS Manager. Regarding Ftp, the configuration is within the Drive | Image administration application ( **Tools > Options**).

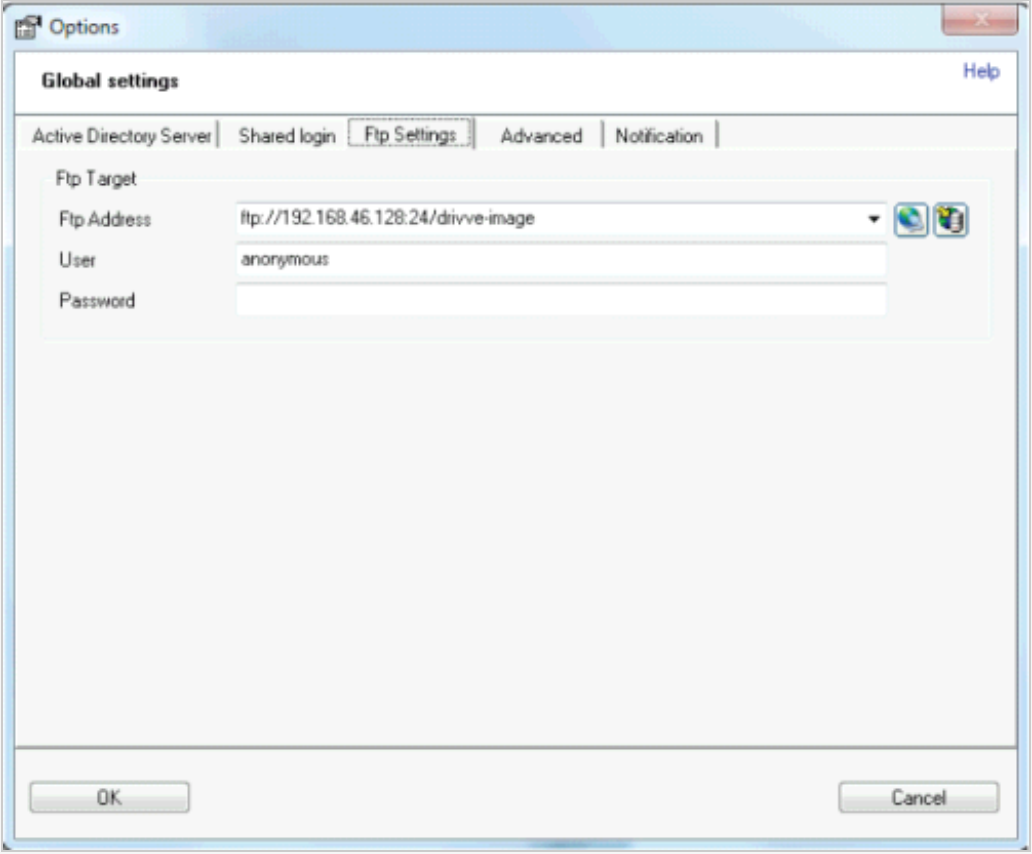


Figure 2: Ftp Settings in **Tools > Options**



**Warning**  
Since April 2014, Windows XP is no longer supported

## Drive | Image Server -> Device

Communication going from the Drive | Image server to the device is configured in the Sharp device web interface under **Security Settings -> Port Control**. The Http/Https protocol is used for communication. The following ports are used:

- Http: 80 (default)
- Https: 443 (default)

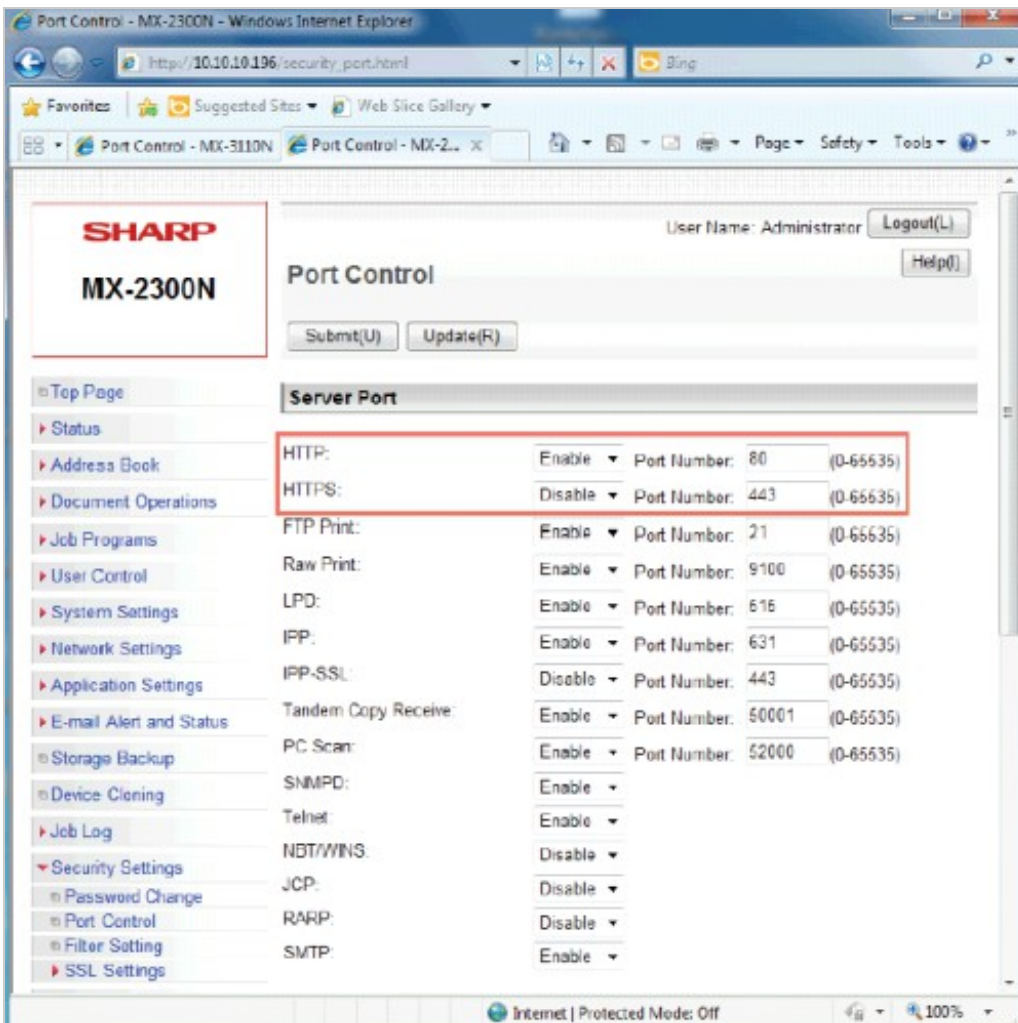
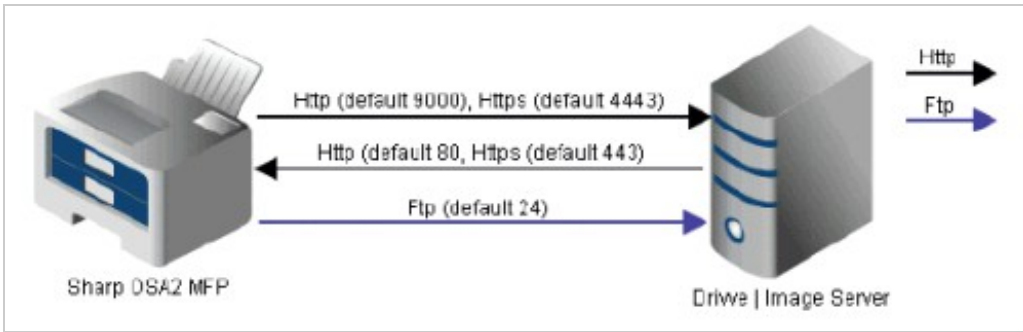


Figure 3: Web administration page of the device

## Network communication - schematic overview

The Sharp OSA 2 devices use two different protocols: Http and Ftp.



The Sharp OSA 2 device requires two network protocols, Http/Https and Ftp:

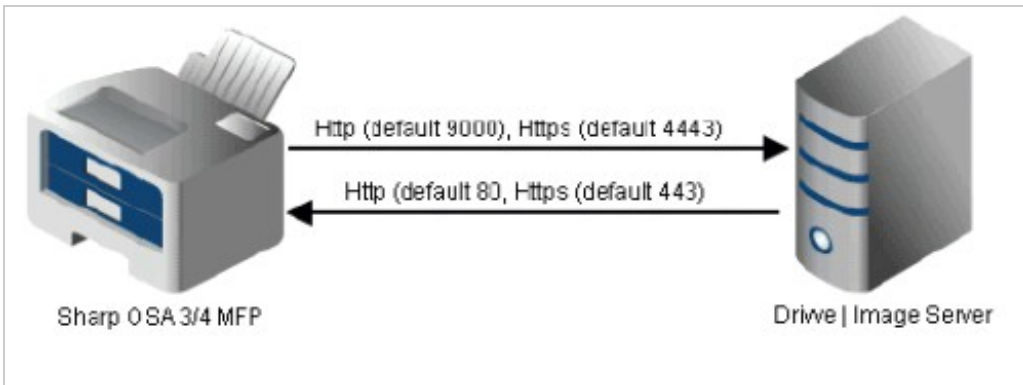
- Http/https is used for requests going from the device to the Drive | Image server and requests that are sent from the Drive | Image server to the device.
- Ftp is used to store the scanned document pages to the Drive | Image server.

The TCP/IP ports used can be configured.

Network Communication: Sharp OSA 3, 4 and 5

### Network communication - schematic overview

Sharp OSA 3, 4 and 5 devices only communicate through the Http/Https protocol.



The TCP/IP ports used can be configured.

### Communication from the device to the Drive | Image Server

Communication going from the device to the Drive | Image server is configured in the IIS-Configuration application. The Http/Https protocol is used for communication. The following protocols/ports are used:

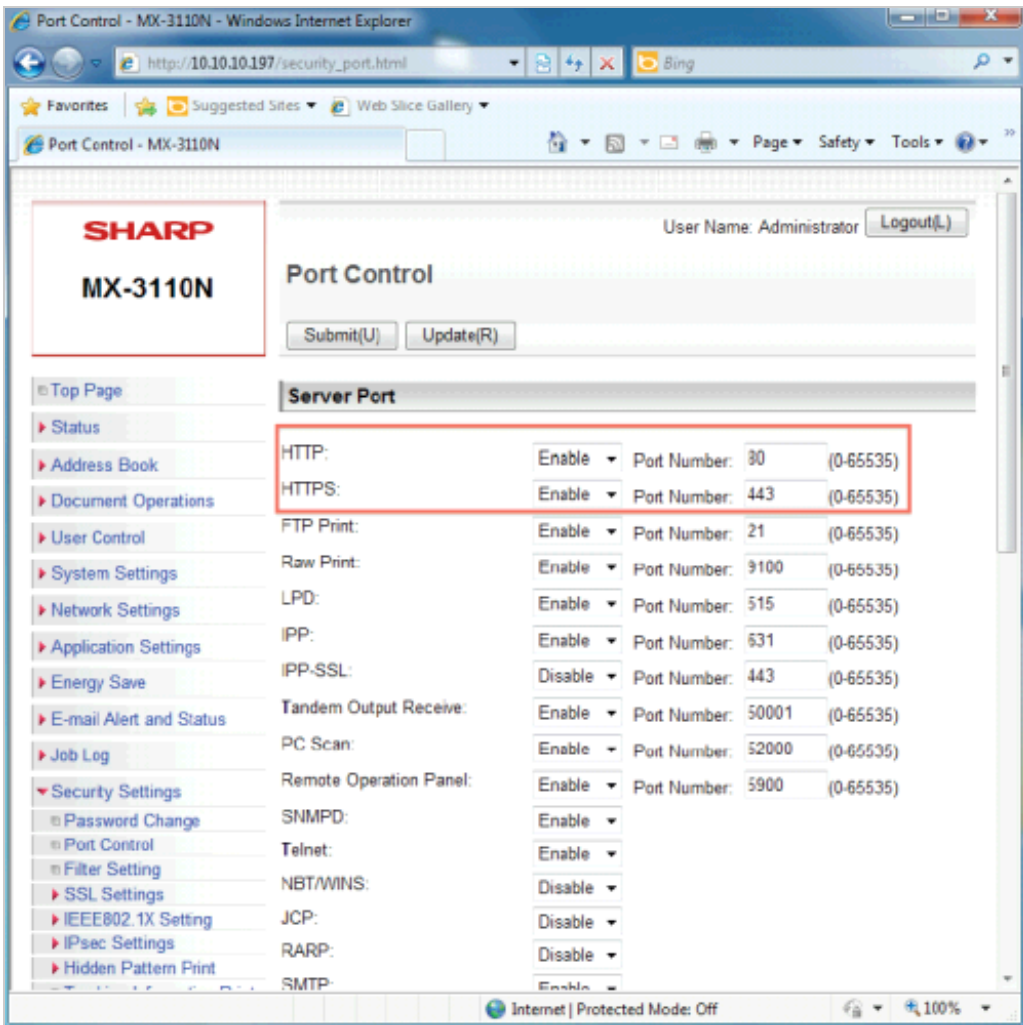
- Http: 9000 (default)
- Https: 4443 (default)



## Communication from the Drive | Image Server to the device

Communication going from the Drive | Image server to the device is configured in the Sharp device web interface under "Security Settings - Port Control". The Http/Https protocol is used for communication. The following protocols/ports are used:

- Http: 80 (default)
- Https: 443 (default)



## Drive | Image Device Management

In the Drive | Image Device Management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 80



### Note

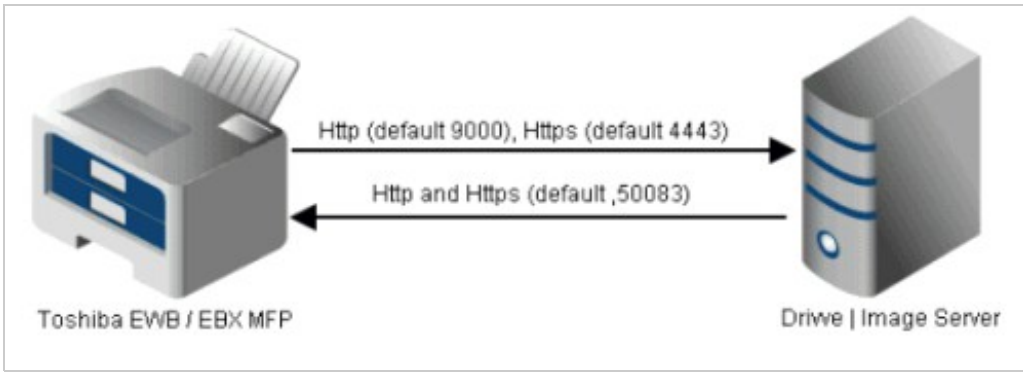
If Drive | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Toshiba EWB and EBX

## Network communication - schematic overview

Toshiba devices use only the Http/Https protocol. Communication goes into 2 directions:

- Communication from the device to the Drive | Image server
- Communication from the Drive | Image server to the device



The TCP/IP ports used can be configured.

## Communication from the device to the Drive | Image Server

Communication used by the device to connect to the Drive | Image server is configured in the IIS-Configuration application. The Http/Https protocol is used for communication.

The following protocols/ports are used:

- Http: 9000 (default)
- Https: 4443 (default)



## Communication from the Drive | Image Server to the device

Communication going from the Drive | Image server to the device is configured in the device administration web interface. For the communication between server and the device, the Http/Https protocol is used. The used port is port 50083 (default).

## Drive | Image Device Management

In the Drive | Image Device Management, the following ports/protocols (bidirectional use) are supported:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 9090 (used functions: WSDL/SOAP Web Service)
- IPPS / Port 443



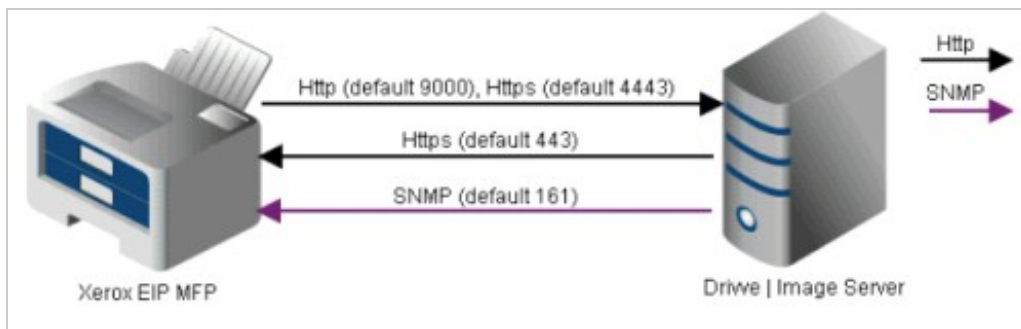
**Note**

If Drive | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: XEROX EIP

## Network communication - schematic overview

The Xerox EIP devices use the Http and the Snmp protocol.



The TCP/IP ports used can be configured.

## Communication from the device to the Drive | Image Server

Communication going from the device to the Drive | Image server is configured in the IIS-Configuration application.





Figure 1: IIS Configuration application

The Http/Https protocol is used for communication. The following ports are used:

- Http: 9000 (default)
- Https: 4443 (default)

## Communication from the Drive | Image Server the device

Communication going from the Drive | Image server to the device is configured in the Xerox device web interface under **Connectivity - Protocols - Http**. The protocols Http and Snmp are used for communication. The following ports are used:

- Http: 443 (default)
- Snmp: 161 (default)



Figure 2: Web administration page of the device

# Drive | Image Device Management

In the Drive | Image Device Management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 80



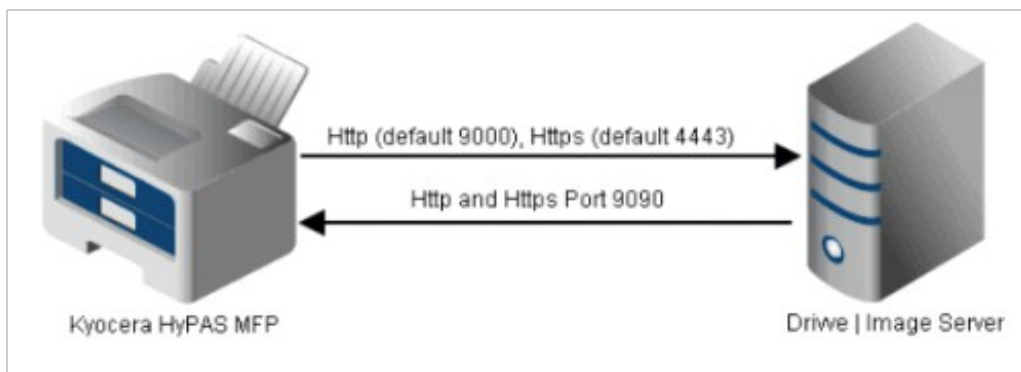
## Note

If Drive | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Kyocera HyPAS

## Network communication - schematic overview

Kyocera devices use only the Http protocol.



The TCP/IP ports used can be configured

## Communication from the device to the Drive | Image Server

Communication used by the device to connect to the Drive | Image server is configured in the IIS-Configuration application.

The following protocols/ports are used:

- HTTP / Port 9000 or
- HTTPS / Port 4443



## Communication from the Drive | Image Server to the device

Communication going from the Drive | Image server to the device uses the following protocols/ports:

- SNMP / Port 161
- HTTPS / Port 8080 JAMP servlet
- HTTP / Port 9090 - WSDL/SOAP Webservice

## Drive | Image Device Management

For the Drive | Image device management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 9090 - WSDL/SOAP Webservice



### Note

If Drive | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Samsung XOA, Canon ScanFront, Fujitsu Network Scanner, Lexmark

## Network communication - schematic overview

The Samsung XOA, Canon ScanFront, Fujitsu Network Scanner and Lexmark devices only use the Http/Https protocol. These devices are the only devices communicating only in one direction, namely from the device to the Drive | Image server.



The TCP/IP ports used can be configured.

## Communication from the device to the Drive | Image server

Communication going from the device to the Drive | Image server is configured in the IIS-Configuration application. The Http/Https protocol is used for communication. The following protocols/ports are used:

- Http: 9000 (default)
- Https: 4443 (default)



### Note

On a Windows XP operating system, the ports cannot be configured using the IIS-Configuration application. In order to change the ports, you have to use the Windows IIS Manager.



### Warning

Since April 2014, Windows XP is no longer supported

## Drive | Image Device Management

In the Drive | Image Device Management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161 (not in the case of Fujitsu Network Scanners)
- HTTPS / Port 443



### Note: Retrieving device information

Samsung XOA, Canon ScanFront Lexmark:

If Drive | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Fujitsu Network Scanners:

Drive | Image always tries to retrieve device information using the ARP protocol.

## Drive | DM Version 2.5 and higher

### The following directories are part of Drive | DM

Drive | DM program folder, default C:\Program Files(x86)\Drive\Drive DM

Drive | DM database folder, default C:\Drive DM-Database

### The following applications are part of Drive | DM

- XmlServer.exe
- DriveDmHtmlService.exe
- DriveDmProxyService.exe
- WindowsServiceWrapper.exe
- Javaw.exe
- Java.exe
- Redis-Server.exe

### The following ports are used by Drive | DM

The following ports are used:

- 8081
- 8082

## Drive | Print Version 4.0 and higher

### Folders to be excluded

- Drive | Print program folder, by default **C:\Program files\Drive\Drive Print**
- Folder of the spool files, by default **C:\Windows\System32\Spools\PRINTERS**